



# Operations

## CORE FOUR 2025



### People Excellence

*Develop, train and retain the best and most highly engaged team members.*

#### REQUIRED RESULTS

- Nursing retention >50%
- Good job score >4.0
- 90% on new hire training survey
- 35 employee engagement recognition posts on AwardCo/wk.



### Operational Excellence

*Flawless, efficient and passionate execution of every detail, on every shift, by every team member to ensure absolute patient satisfaction.*

#### REQUIRED RESULTS

- Net census goal 90 lives/week
- TC30 > 65%
- 90% of all clinics have dispensed buprenorphine
- All clinics achieve >90% on OER's (quarterly)



### Clinical Excellence

*Become recognized as leading the change in SUD treatment by providing the highest quality care with best-in-class SDOH outcomes.*

#### REQUIRED RESULTS

- 90% of clients have meaningful interaction (green) with their counselor in Recovery Connect every week
- Deliver 3 average wellness activities per week
- Direct Service Hours: 60%
- On-time medical: 95%



### Financial Excellence

*Treat >25,000 clients with the most cost-efficient resource allocations.*

#### REQUIRED RESULTS

- 90% of documentation completed weekly
- Denovo goal: Efficiently open 7 clinics and ramp to plan
- Achieve gross margin
- 90% private-pay collections